

# Sturgis Fire & Emergency Services



## 2010 Year in Review

**Fire and Emergency Services**

**Management Staff**

**Chief: Ron Koan**

**First Assistant Chief: Tom Trigg**

**Second Assistant Chief: Shawn Barrows**

**Medical Director: Dr. Edward Picardi**

# **2010 Annual Report**

## **Table of Contents**

<b>Cover -----</b>	<b>1</b>
<b>Table of Contents -----</b>	<b>3</b>
<b>Department Apparatus -----</b>	<b>4</b>
<b>Message from the Chief -----</b>	<b>5</b>
<b>Mission, Vision and Values -----</b>	<b>6</b>
<b>Organizational Chart -----</b>	<b>8</b>
<b>Honoring Years of Service -----</b>	<b>9</b>
<b>Department Accomplishments 2010 -----</b>	<b>10</b>
<b>Department Challenges -----</b>	<b>11</b>
<b>2011 Department Priorities -----</b>	<b>12</b>
<b>Quick Stats -----</b>	<b>13</b>
<b>Fire Calls by District -----</b>	<b>14</b>
<b>Emergency Medical Services -----</b>	<b>15</b>
<b>Ambulance Response Breakdown -----</b>	<b>16</b>
<b>Ambulance Billing -----</b>	<b>17</b>

## **DEPARTMENT APPARATUS**

❖ **3 – Structure Engines**



❖ **1 – Urban Interface Engine**



❖ **1 -- Rescue apparatus**



❖ **5 – Brush Trucks**



❖ **1 – UTV**



❖ **1 – Utility/Plow Truck**



❖ **6 -- Ambulances**

## **Message from the Chief**

It is my privilege to report on the activities and accomplishments of the Sturgis Department of Fire & Emergency Services for 2010.

The department is made up of the members of the Sturgis Volunteer Fire Department and the staff of the Sturgis Ambulance Service.

In 2010, the department responded to total of 1398 calls for service compared to 1283 calls for service in 2009, the department conducted over 1000 hours of in house training and fulfilled over 5000 man hours related to emergency incidents.

In October of 2010, several volunteer fire department members participated in fire prevention week activities. The department was able to provide a short program at the fire station for those in grades preschool thru third grade on fire prevention, and provide education materials to over 500 children.

Through fund raising efforts of the VFD members over the past few years the department was able to pay off a loan related to the rebuild of engine #2 and the rescue truck.

With an effort to better protect the citizens of the City and in the rural/urban interface setting, the VFD moved forward to secure a Rural Development loan. In addition to the cooperation of the Mayors Ride and sponsorship from Rosenbauer Inc. and the loan, the department took possession of an Urban Interface fire engine in July of 2010. This apparatus will serve not only a structure engine in the City, but provide pump and role capabilities on wildland fires in the rural or urban interface setting.

On the ambulance side of the house, we continue to provide services to the City of Sturgis and the surrounding area without utilizing tax payer's dollars. All operational costs for the ambulance service continue to be covered by the fees charged for services rendered.

Overall we would not be able to provide these services without our valuable staff who are a combination of volunteers, paid part time staff and six fulltime employees.

We would like to thank the City Manager David Boone, Mayor Maury LaRue and City Council for their continued support. We look forward to the challenges 2011 may bring to the operations involving emergency services.

Respectfully,

Ron Koan, Chief

# **Mission Statement**

## **Values**

### **Reliability:**

*It is our responsibility to provide consistent, dependable emergency services with well-matched results.*

### **Professionalism:**

*It is our responsibility to present a high set of standards, possess great skills, character and assured confidence in all aspects of emergency operations.*

### **Integrity:**

*It is our responsibility to adhere to a standard of values, with undivided quality and stand for principals.*

### **Pride:**

*We all own a sense of pride and dignity, self-respect which gives us ownership in the services we provide our community.*

### **Service:**

*It is our duty/occupation to perform work or serve others, providing the public with the skills, devotion and talent for which our profession is so greatly revered.*

## **Vision**

**It is the vision of the department to provide emergency services in a professional and reliable manner to the City of Sturgis and its surrounding area to the best of our ability with the existing resources.**

**We believe the people we serve, should be able to live, work, visit and play in and around the Sturgis area without undue risk to their person or property.**

**The members of the Sturgis Volunteer Fire Department strive to provide the following professional services to the best of their ability; fire fighting, vehicle extrication's, hazardous material responses in conjunction with the Meade County Haz-mat team and fire prevention education.**

**The Emergency Medical Staff both volunteer and paid, strive to provide the best care and professional service within their training and experience, in order to give our citizens and visitors a sense of safety.**

**We believe that our staff is the most important resource, as they are the connecting link to our community, and they are the sole source of our ability to accomplish our mission.**

**Because of the integrity and pride of our department staff; they continue to be committed to ongoing training, which will provide them with the knowledge and ability to perform their operations at a professional level, in order to provide both staff and civilian the up most safety.**





**Fire Department**  
**Honoring Years of Service**

**30 Years**

**Tom Trigg, Asst. Chief**

**20+ Years**

**Ron Koan, Chief**  
**Mike Koch, Captain**

**15+ Years**

**Shawn Barrows, Asst. Chief (F)**

**10+ Years**

**Dave Fischer, Lieutenant**  
**Maury LaRue, Lieutenant**  
**Mark Larive**  
**Brent Lyons**  
**Brian Maschino**  
**Kim Maschino**  
**John Murphy**  
**Ron Roth**  
**San Monahan**  
**Tom Monahan**  
**Cindy Swenby**  
**Pat Urbaniak**

**5+ Years**

**Curt Cruickshank**  
**Scott Lensegrav, Captain**  
**Nathan Jolley**  
**Scott Lensegrav**  
**Micky Montanio**  
**John Tiegen**  
**Adam Wiesz**

## **2010 Department Accomplishments**

### **Fire:**

- **Decreased overall response time for the first unit arriving on scene from an average of 9 Min. 41 Sec. in 2009 to 9 Min. 6 sec. in 2010.**
- **Decreased overall response time for the first unit arriving on scene within the City from an average of 7 Min. 35 Sec. in 2009 to 7 Min. 12 Sec. for 2010.**
- **Decreased overall response time for the first unit arriving on scene for structure fires within the City from an average of 6 Min. 07 Sec. in 2009 to 3 Min. 00 Sec. in 2010.**
- **Overall average personnel response numbers remained the same as 2009, at 6 persons per incident 2010.**
- **Average number of personnel responding within the City to incidents reduced from 6 in 2009 to 5 persons per incident average in 2010.**
- **In 2010 we scheduled one of the four Volunteer captains and their personnel, to be on call one week each month as primary response unit.**
- **We provided in house training on over 30 different categories.**
- **Members participated in 1020.00 hours of in house staff training.**
- **Staff participated in 2371.44 no training man hours of activity.**
- **Overall Documented Volunteer Incident and Training hours combined totaled 3391.44 hours for 2010.**
- **March 2010 the Department completed the suburban/Mat-Tracks project.**
- **The department took possession of a new urban interface fire apparatus.**
- **Continued to promote fund drive efforts to lessen the burden on the tax payers for purchase of fire apparatus.**

**Ambulance:**

- **The ambulance service was dispatched to 1,192 calls in 2010 and encountered 1,218 patient contacts.**
- **Although there was some turn over with paramedics in 2010, we have stabilized the paramedic staff and now have three reliable fulltime paramedics on staff.**
- **Ambulance training was held once night each month.**

**2010 Department Challenges**

- ❖ **Finding staff to cover multiple EMS calls that occur at the same time during the day time hours continues to be a challenge.**
- ❖ **Finding staff to cover fire calls during the daytime hours and covering multiple alarms at the same time continues to be a challenge as more of the members work outside the community.**
- ❖ **Developing reasonable/low cost incentives to keep volunteer fire personnel involved and well trained.**
- ❖ **Keeping and maintaining a competitive wage to retain fulltime employees for EMS staff.**

# **2011 Department Priorities**

- 1) Research and apply for Federal "Firefighter Assistance Grant" to acquire needed equipment for both fire and EMS staff.
- 2) Work to get radio system converted to narrow band as per federal requirements and as budgeted.
- 3) Complete restroom/mud room in the north end of the fire station near the maintenance shop area as budgeted for 2011.
- 4) Replace one set of old extrication equipment with new high pressure equipment capable of cutting new high strength steel in vehicles.
- 5) Continue to improve and provide additional training for fire and ambulance staff as fiscally possible.
- 6) Attempt to find funds within the budget to purchase new mattresses for sleeping quarters in the fire station.
- 7) Encourage Volunteer Department Board to pursue service contract with county.
- 8) Conduct annual SCBA testing as required by NFPA.
- 9) Participate in annual health fair.
- 10) Work with the State OEM office in continuing development of multi-agency response for potential mass casualty response.
- 11) Continue to develop incentives for volunteers who attend mandatory training and minimum response participation.
- 12) Continue to reassess the fire hydrant/public water supply system, and work with the water department to upgrade the system as possible.
- 13) Continue planning for new joint fire/police substation(s) for future development, growth and annexation east of the city and possible funding scenarios.
- 14) June – Begin planning for Motorcycle rally, arranging for additional staff. Meet with other agencies concerning mutual aid.
- 15) Work with city's sponsor agent to further sponsorships and related emergency services funding sources.
- 16) August -- Motor Cycle Rally --!!!!!!
- 17) Conduct annual pump test all fire apparatus as required by NFPA/ISO.
- 18) Conduct annual hose testing as required by NFPA/ISO.
- 19) Continue to develop fire-training site at the City Lagoons in cooperation with the Police Department.
- 20) Work with applicable City Department Heads to evaluate the City's emergency response plan and expand the plan as needed.
- 21) Propose the development of a wildland urban interface ordinance for city concerning future expansion.
- 22) Continue to work with the County to improve the newly developed county wide emergency personnel paging system.
- 23) Develop City/County radio plan to improve communications during emergencies incidents.
- 24) Continue to encourage existing city employees to join the VFD.

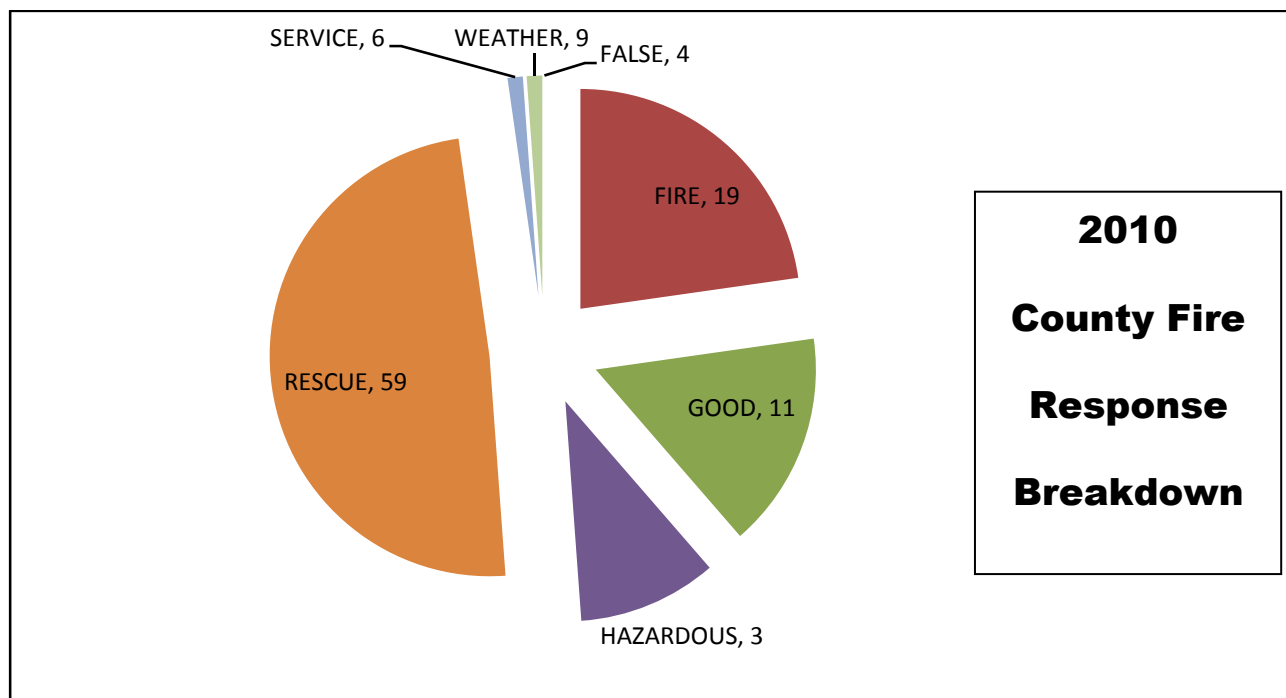
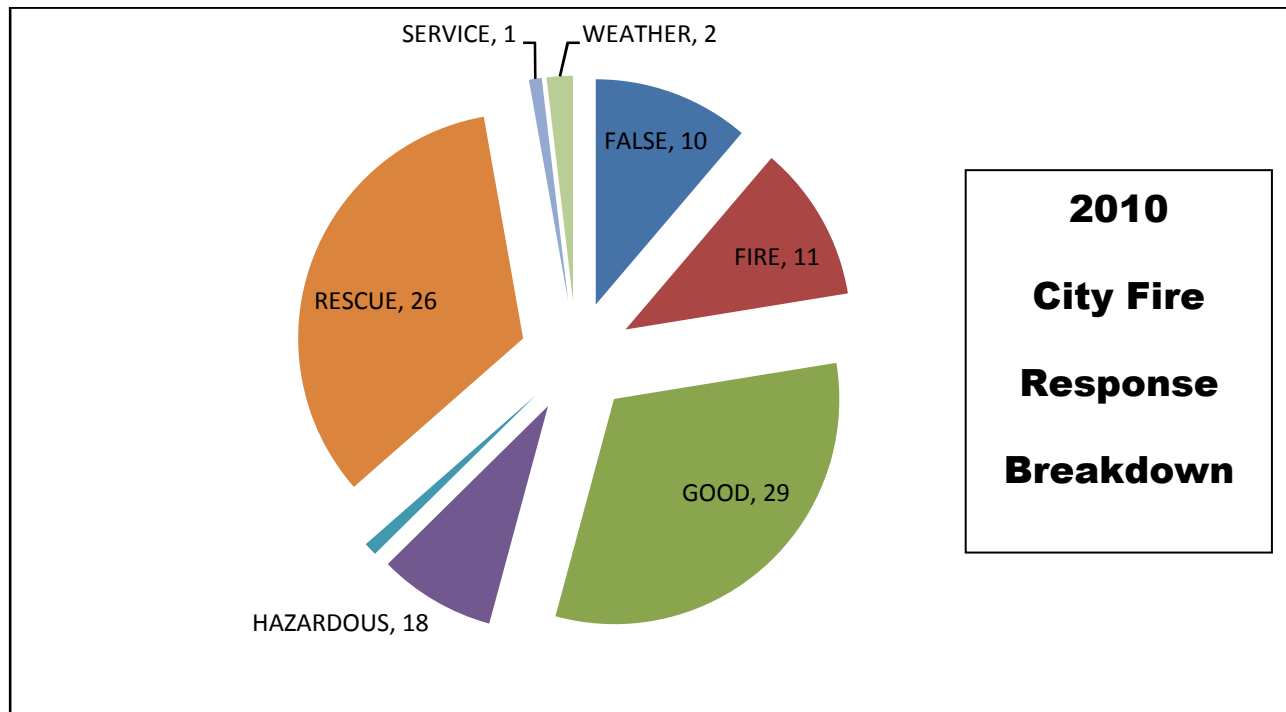
# **2010 Department Stats at a Glance**

## **FIRE**

- Responded to 206 Fire Related Calls;
- 30 or 14.56% were fires related calls;
- 85 or 41.26% were related to accidents;
- 23 or 11.16% were related to hazardous conditions with no fire.
- 51 or 24.74% were related to good intent.
- 12 or 5.82% were related to false alarms.
- 5 or 2.42% were related to weather.
- 10 incidents were overlapping with other incidents.

## **AMBULANCE**

- Responded to 1192 calls for service
- The department had 1218 patient contacts.
- 439 of the contacts were female and 779 were male.
- 861 ALS related calls and 340 BLS related calls.
- 5 DOA incidents.
- 54 Cancelled in route or no patient found incidents.
- 27 incidents with two or more patients.
- 10 Treatment no transport required incidents.
- 127 Patient refused transport.
- 10 mutual aid intercepts.
- Busiest Day (Aug. 9<sup>th</sup>, 2010) 33 calls for service.
- 1023 Patient treated and transported.



## **EMERGENCY MEDICAL SERVICES**

The EMS division is responsible for emergency and non-emergency, advance life support and basic life support ambulance services in the City of Sturgis and 580 square mile of Meade and Lawrence Counties.

In addition, the EMS division provides oversight for the public AED program, which has AED's located at Bear Butte School, Middle School, High School and Sturgis and the Community Center.

The EMS division's primary mission is to respond to emergencies within our primary control area. The department also provides ALS intercept services for the Newell, Eagle Butte and Enning ambulance services when requested, in addition to transferring patients for Sturgis Regional Hospital and Ft. VA Medical Center.

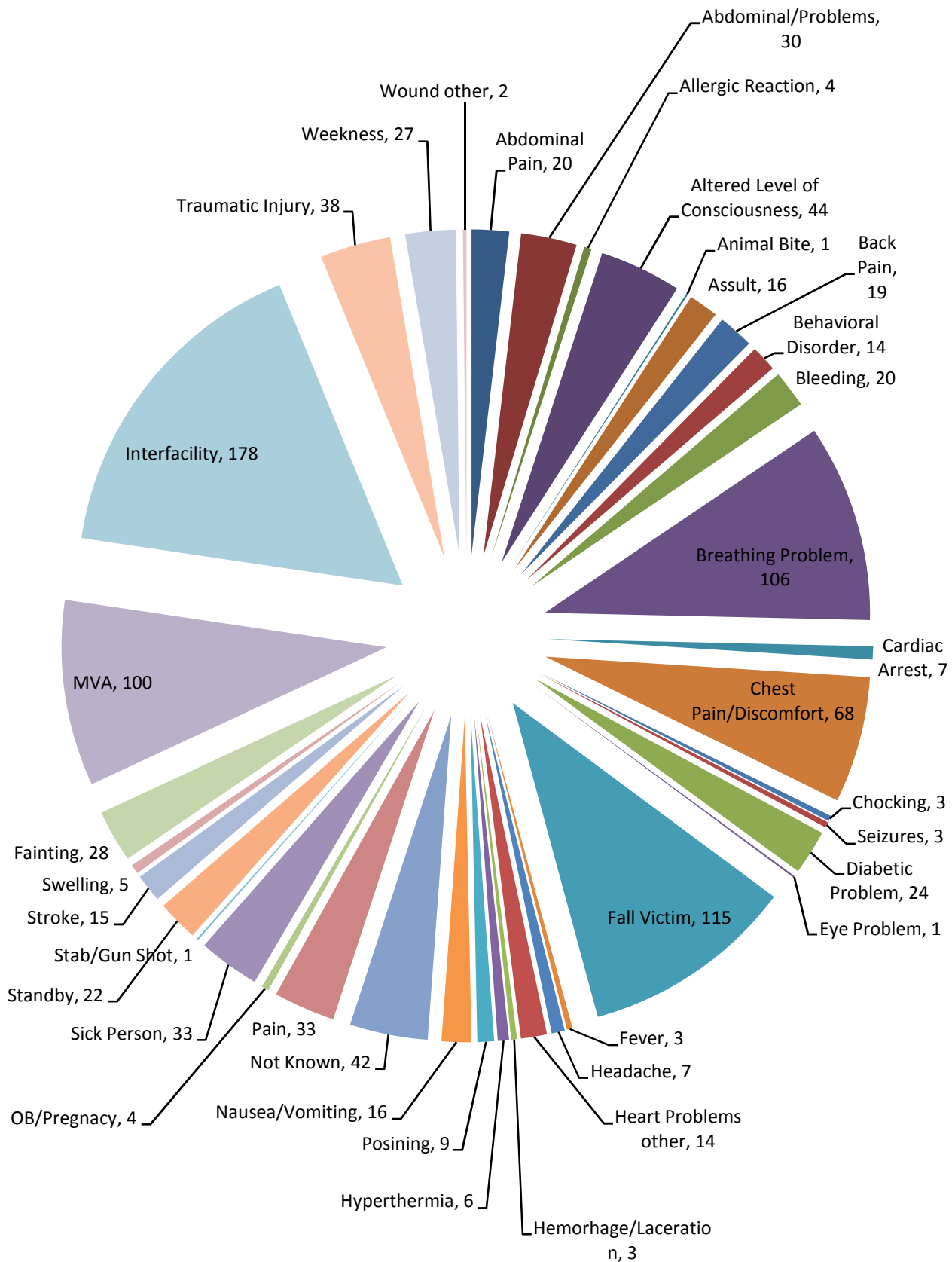
Although our day-to-day call volume is very dynamic and unpredictable, the present system status plan fields two(2) on call personnel twenty-four/seven. During the day with the exception of Sunday, we have one paramedic and one basic EMT in station, ready to respond to calls. Until January 2011 in the evening and overnight in most cases, EMS staff were at home and responded to the station when dispatched. Now, in most all cases individuals on call are sleeping in station seven days a week.

In 2010, there were only twenty-eight days, for which no calls for EMS occurred, but there were also days where multiple calls occurred and sometime calls that were overlapping.

On occasion we have covered special events such as football games, bull riding events, etc.; the department in general does not provide ambulance services to special events because of limited resources. This is in part due to having a mostly volunteer/part time staff, which generally makes scheduling an issue for coverage of these events. Since the department on a year round basis works closely with other outside EMS agencies; we often direct event promoters to these agencies to assist special event planners in gaining EMS coverage; this allows our service to continue to take care of the emergencies and the community, especially during the rally.

The department's third party patient billing service, who we have employed since 2001 when we took over the ambulance service from the County, is vital to our operation and has a great track record of providing us with service for nearly ten years now. Although there are cases where we just have to send individuals to collections for non-payment, we make the best effort to work with those who have required our services prior to turning an account over to a professional collection agency.

# 2010 Ambulance Dispatch Breakdown





# **Ambulance Billing Stats**

Current Ambulance Account Cash Balance 1/11/2011: \$307,186.70.00

## **2010**

Number of Billable Accounts: **1192**  
Gross Billing for: **\$707,880.70**  
Collections to date: **\$420,139.59**  
Uncollectable Write Offs to date, due to Medicare, Medicaid, Insurance assignment, indigent, etc. **\$153,647.90**  
Remaining Collectable Balance: **\$134,093.21**

## **2009**

Number of Billable Accounts: **1105**  
Gross Billing for: **\$632,700.32**  
Collections to date: **\$429,006.68**  
Uncollectable Write Offs to date, due to Medicare, Medicaid, Insurance assignment, indigent, etc. **\$148,510.10**  
Remaining Collectable Balance: **\$55,183.54**

## **2008**

Number of Billable Accounts: **1328**  
Gross Billing for 2008: **\$738,785.66**  
Collections to date: **\$519,509.77**  
Uncollectable Write Offs to date, due to Medicare, Medicaid, Insurance assignment, indigent, etc. **\$155,145.92**  
Remaining Collectable Balance: **\$64,129.97**

## **2007**

Number of Billable Accounts: **1191**  
Gross Billing for: **\$648,287.59**  
Collections to date: **\$454,504.40**  
Uncollectable Write Offs to date, due to Medicare, Medicaid, Insurance assignment, indigent, etc. **\$153,948.95**  
Remaining Collectable Balance: **\$39,834.24**

## **2006**

Number of Billable Accounts: **1182**  
Gross Billing for: **\$618,621.52**  
Collections to date: **\$443,058.57**  
Uncollectable Write Offs to date, due to Medicare, Medicaid, Insurance assignment, indigent, etc. **\$145,283.54**  
Remaining Collectable Balance: **\$30,279.41**

**2005**

Number of Billable Accounts: **1078**  
Gross Billing for: **\$565,267.38**  
Collections to date: **\$385,713.10**  
Uncollectable Write Offs to date, due to Medicare, Medicaid, Insurance assignment, indigent, etc. **\$147,288.81**  
Remaining Collectable Balance: **\$32,265.47**

**2004**

Number of Billable Accounts: **980**  
Gross Billing for: **\$515,663.00**  
Collections to date: **\$328,603.44**  
Uncollectable Write Offs to date, due to Medicare, Medicaid, Insurance assignment, indigent, etc. **\$163,408.95**  
Remaining Collectable Balance: **\$23,650.61**

**2003**

Number of Billable Accounts: **1093**  
Gross Billing for: **\$563,969.42**  
Collections to date: **\$363,665.25**  
Uncollectable Write Offs to date, due to Medicare, Medicaid, Insurance assignment, indigent, etc. **\$169,707.72**  
Remaining Collectable Balance: **\$30,596.45**

**2002**

Number of Billable Accounts: **922**  
Gross Billing for: **\$468,098.30**  
Collections to date: **\$281,256.45**  
Uncollectable Write Offs to date, due to Medicare, Medicaid, Insurance assignment, indigent, etc. **\$161,340.62**  
Remaining Collectable Balance: **\$25,501.23**

**NOTE:** With exception of the last few months of the 2010 billing period and accounts for which patients have made payment arrangements; all “remaining collectable” balances have been turned over to professional debt collection agencies.